

What is claimed is:

1. A remote control system using webs and icons, comprising:
 - a consultant's computer (200) that is the subject of control;
 - a user's computer (300) that is the object of control;
 - 5 a relay server (100) for relaying a control procedure;
 - an authentication DB (110) that manages connection information of the consultant's computer (200); and
 - a web page (120) for inducing connection of the user's computer (200),
 - wherein the relay server (100) connects the consultant's computer with the user's
- 10 computer through a packet switching method to remotely control the user's computer through a consultant authentication request step (S10) in which the consultant transmits consultant connection information including the IP address and service port of the consultant's computer (200) to the relay server (100) and requests the relay server to authenticate the consultant's computer;
- 15 a consultant authentication step (S20) including a sub-step (S21) in which the relay server (100) stores the connection information including the IP address and service port of the consultant's computer (200) in the authentication DB (110), a sub-step (S22) in which the relay server (100) generates an access password and transmits it to the consultant's computer (200) to inform the consultant's computer of it, and a sub-step (S23) for activating an icon including the
- 20 ID of the consultant on the web page (120);
 - an icon clicking step (S40) in which the user clicks the icon that represents the consultant on the web page (120) through a browser of the user's computer;
 - a user information extracting step (S50) in which the relay server (100) extracts user connection information including the IP address of the user's computer and consultant ID

included in the icon to memorize them, and inactivates the icon of the consultant on the web page (120), clicked by the user; and

a user authentication step (S60) including a sub-step (S61) in which the relay server (100) produces a password input picture to which the user will inputs the access password informed by 5 the consultant, on the user's computer (300), a sub-step (S63) in which the relay server (100) confirms whether the access password is right or not, and a sub-step (S64) in which the relay server (100) searches the authentication DB (110) using the consultant ID to extract connection information of the consultant's computer (200) when the inputted password is right.

10 2. The remote control system as claimed in claim 1, wherein the user authentication step (S60) comprises:

a receipt number generating step (S71) in which the relay server (100) generates a receipt number to transmit it the consultant's computer (200);

15 a receipt number transmission step (S72) in which the relay server (100) produces a password input picture where the receipt number is indicated, on the user's computer (300);

an access password inputting step (S62) in which the user inputs the access password informed by the consultant to the password input picture;

an access password confirmation step (S63) in which the relay server (100) confirms whether the access password is right or not;

20 a receipt number confirmation step (S73) in which, when the password is right, the relay server (100) informs the consultant of it so that the consultant can confirm the receipt number by telephone; and

a relay request step (S74) in which the consultant's computer requests the relay server (100) to relay the consultant's computer and user's computer with each other when the receipt

number is right.

3. The remote control system as claimed in claim 1, wherein a viewer (210), a program that receives image data from the user's computer (300) to display it on the screen of the consultant's
- 5 computer (200), is installed in the consultant's computer (200) so that the consultant can confirm the screen of the user's computer (300) while remotely controlling it